



To: Clearwood Board President  
From: Mitch Waterman  
Subject: General Manager Report for February 2020

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### **General Manager**

- **Embezzlement Update:** We had been informed in February by the Sherriff's Department they were prepared to arrest a former Clearwood Employee for embezzlement. **(UPDATE AS OF MARCH)** The former CCA Bookkeeper from 2014-2018, Dalonna Burnett, was arrested by Thurston County Police Officers Monday 3/2/20 for Theft in the First Degree. The bail hearing was scheduled for 3/3/20 at 3:00 p.m. where we sent Racheal Paige to attend in the GM's stead along with Ex-Officio Board Member Aaron Lang. At the bail hearing, Ms. Burnett obtained bail based on OR (own recognizance). The Board and Management Team have been working diligently with Thurston County Sherriff's Department; the arrest is a milestone setting the stage for prosecution. The issue is now in the hands of the criminal court system.
- **Video Equipment:** Purchased video equipment for streaming/YouTube Video of Board Meetings. Training on equipment setup/take down/editing will be conducted the second week of March. An instruction guide will be created for current and future operators of equipment. Storage of equipment is TBD post training. Management is seeking volunteers who are interested in being trained to set up and take down and operate our video system for Board Meetings.
- **Hard Drive Removal/Storage:** Our IT Support company will be on site the month of March to remove Hard Drives from previously used/excess computers. We will retain/store the drives and the remnants will be removed and recycled by PC Tech; the disposal will be recorded for Clearwood records. Storage for the maintained hard drives is TBD.
- **NWWS Contract Well 2 & 5:** The Norwest Water Contract for Well 2 and Well 5 are nearly complete. Insurance and counsel (from all parties) have provided their input. Reconciling all the changes has been a challenging issue: to obtain resolution, CCA suggested a four-way meeting with all appropriate parties to work face to face, address and resolve the differences, so the work on Well 2 and Well 5 may proceed. This meeting will happen within the first 10 days of March.
  1. **Cost Adjustments Well 5** – Based on information our Financial Auditor received from Phelps Consulting Group (Forensic Auditor), the actual total funds expended for the Well 5 Project were adjusted down to \$154,345.
  2. **Contract Work Scope** – Line by line reviews of the Well 5 project identified gaps in work responsibilities and unassigned scope. We will need to add:
    - Qualified trench contractor to dig a 5'x5'x6' trench around the well head.
    - Assign the responsibility (to NWWS) to hire an Electrical Contractor to bring power to the Well head.
    - Rent a portable fence to be placed around the Well 5 72- hour pump test area.
    - Underground Line Location survey around work area.
    - We will need to staff the work area (around the clock) during the 72-pump test.
- **Staff Training Program:** The Management Team will be conducting a Capital Training class for our

Department heads the second week of March. We will be educating them on the inhouse process of requesting Capital funds and how to properly create Capital Requests. This training will be beneficial for future endeavors and promote growth and continuity within CCA Staff.

- **Kubota Theft Claim:** The claim has been finalized and we are awaiting payment. Staff advocates to purchase a new Kubota to replace the stolen unit, and then sell the remaining unit as it is near end of useful life.
- **Engineering Bids for Bridges:** We are in the process of obtaining quotes for Engineer Evaluations of all nine bridges. We have contacted two companies seeking their interest in quoting for the evaluation, we are waiting to hear back from a third. A scope for the evaluation is being established and will be sent to interested companies for bids. After obtaining professional evaluation quotes, a request for funding will be submitted to the Finance Committee and then Board for approval.
  1. Management has conflicting information regarding the request to remove the bridges/docks at Otter Beach and requests clarification.
- **Proposed Contract:** As requested by the Board, the General Manager has submitted a new contract proposal. The original contract ends July 2020. This was suggested to go in tandem with the Accounting Manager's contract proposal as the Management Team will be forming one company within the year. The proposal was submitted to the Finance Committee and Board for initial review, which is currently in progress.

#### Accounting/Administration

- **Proposed Contract:** The Accounting Manager submitted a contract proposal as the original contract was ending the middle of March. The Finance Committee reviewed the proposal and recommended approval to the Board. The Board reviewed and accepted the proposal with one change adding funding to perform an annual review of the Reserve Study. The Accounting Manager's Contract was sent to Legal for review. Pending legal review, the Board is prepared to sign the new contract.
- **Collections Policy/Letters:** The proposed Collections Policy/Letters were provided to the Finance Committee. The Finance Committee determined they would like to apply the proposed letter formats to fit the existing CCA Collections Policy. The new management proposal states the policy and letters will be implemented once they are finalized and approved.

#### HR

- **Osha 10 & 30:** This is a follow up item from the 1/29/20 BOD Meeting. It has been determined by our HR professional that we are not required to have this training as we fall under state law and their requirements.
- **Accident Prevention:** A sample Accident Prevention Program (APP) has been submitted by HR and is under review.
- **Employee Benefits Update & Review:** This will be conducted this month. We have received estimated costs from our carrier. We anticipated a cost increase during the budgeting process and the actual cost being proposed is less than our budget estimates.
- **Employee Applications for Pool:** Employee applications for pool season will be ready by 3/15/20. We will be starting the pool hiring process in March.

#### Maintenance

- Maintenance Manager attended Certified Pool Ops class in February.
- Two Maintenance staff attended Cross Connect training class in February as part of the process for becoming Certified Water Operators that can manage our water system.

- **Broce Street Sweeper:** The Broce Broom street sweeper was operational as of 2/18/20; the machine will continue to be monitored. The authorized total was \$10,209 which included tax, shipping, and installation for both phases. We will confirm total expenditures in March when debit transactions have been reconciled.
- **Dual Sweeper/Vacuum Truck Trail:** Maintenance conducted a 3-hour trial of a dual sweeper/vacuum truck on-site 1/31/20. This type of machine would allow the Association to purchase one machine in order to complete both jobs as desired by the Community. In an effort to ensure we find the right equipment the Maintenance Department will be evaluating and testing new options with other companies.
- **Water Samples:** The monthly water meter readings came back clean for the month of February.
- **Water Meter Readings:** Quarterly meter readings are scheduled the middle of March. Staff is working to implement a plan to reduce the meter reading time from 5 to 2 days. This plan will place all four employees in the field taking readings in two person teams.
- **On-going NWWs Contract:** Relationship with NWWs having oversight and license of CCA water system is working out satisfactorily; no issues. An error in the termination date of the contract was discovered, this is a 1-year contract, and the termination date was for February 28<sup>th</sup>, 2020, it is budgeted for 1 year. The contract remains in force.
- **Hazardous Trees:** Sixteen trees on Association property have been evaluated as Hazardous (Tatum Guide) to member's homes, requiring them to be removed. The Maintenance Department has removed a majority of the trees with the exception of two locations; one of which is in progress and will be completed next week. The last tree will be a large project that requires additional time and attention. Split funding on 7 trees, balance will be paid out of Association funds set aside for Hazardous Trees.
- **Parks & Playgrounds Capital Repair:** All capital projects are being held pending a complete staff training on creation of Capital Requests and Capital Planning; we will use the parks project as the training example. Once the training and Capital Requests are completed, they will then be submitted to the Finance Committee and Board for approval.
- **Monthly Maintenance Activities:** The Maintenance Department has been addressing various activities/projects in the month of February. We have been tracking those projects which can be viewed in Appendix A.

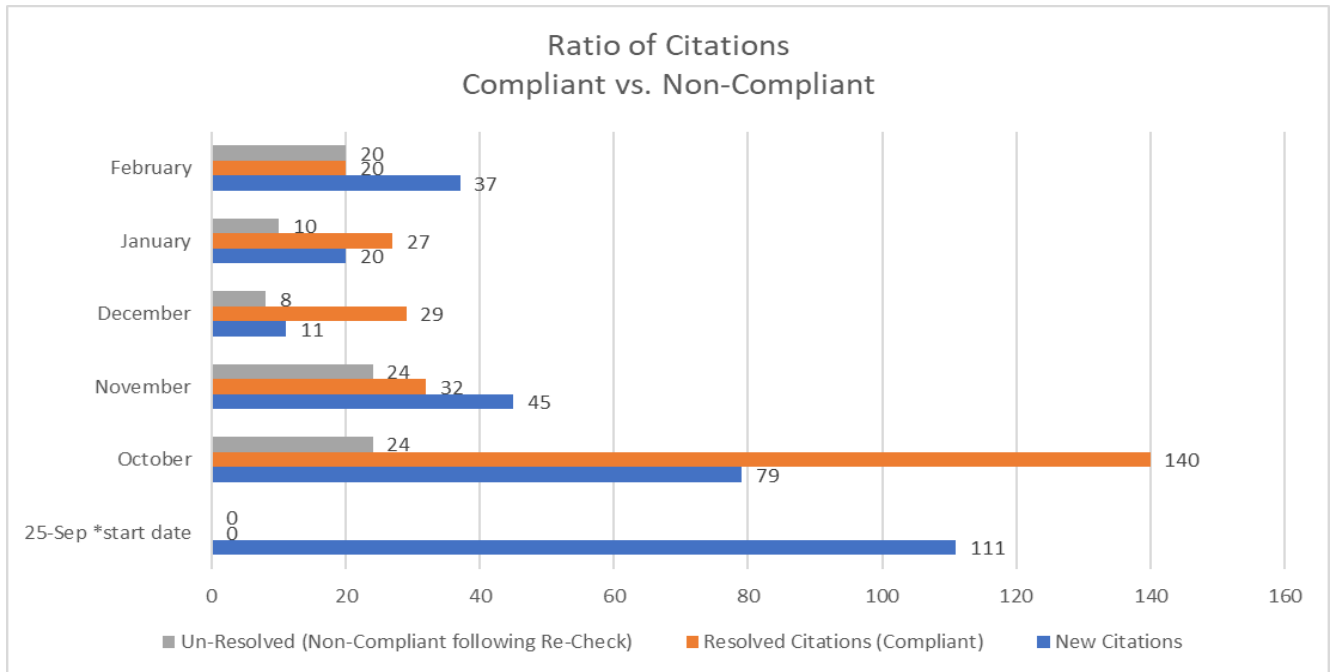
## Pool

- Pool Manager and Maintenance Supervisor attended Certified Pool Operator Class in February. Upon completion of the test, we now have 2 Certified Pool Operators.
- Management Team and Staff will conduct a pool planning meeting March. Meeting to include:
  1. Template finalization for all Pool Docs to meet regulatory requirements.
  2. Review of personnel requirements and seasonal hiring plan.
  3. Define requirements for ensuring opening of pool meets schedule.
    - List of actions to perform prior to seasonal pool opening. Goal is for pool building and grounds to sparkle on opening day.
    - Note: We had budgeted \$1,000 for contracted assistance with the creation of pool documents. However, these funds will not be used as in-house staff will perform the work.
- Hiring Pool Staff will commence after 3/15/20. Advertisement for job opening will be posted and interviews will be conducted. See schedule below:
  1. Completed Application Packets due from Applicants 3/31/20
  2. Interviews from 4/1-4/8 (8 lifeguards, 4 supervisors, & 3 swim instructors)
  3. 2 OTJ Training Events: sometime between 5/1 and 5/16
  4. Opening Day 5/22/20

## Compliance

### Compliance (Violations) Progress Statistics:

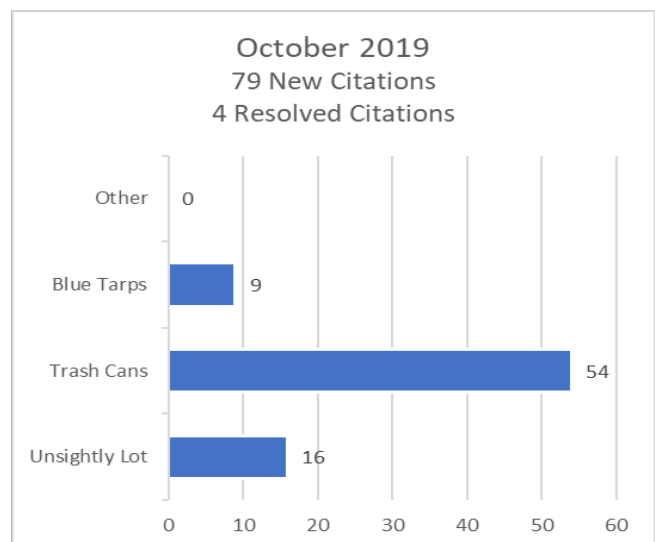
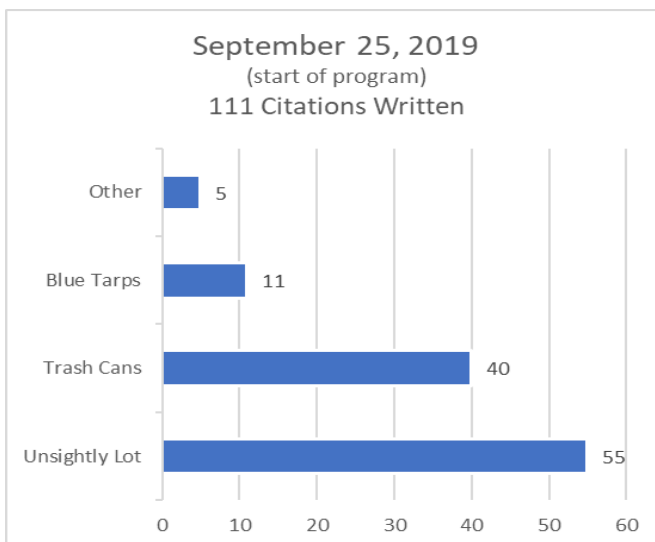
#### Overview

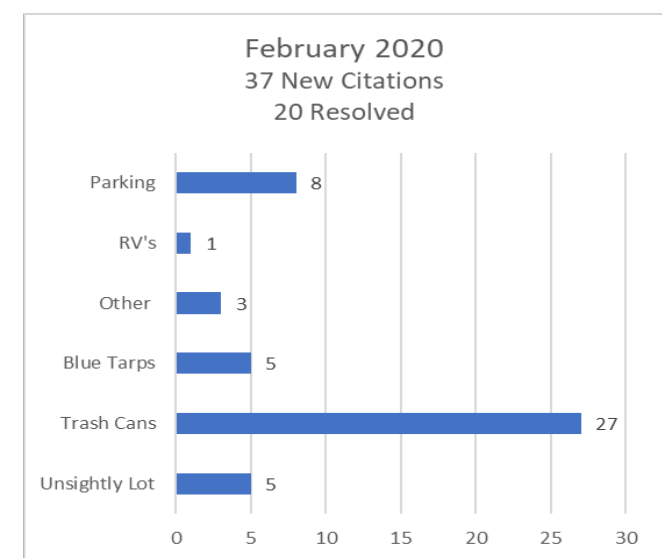
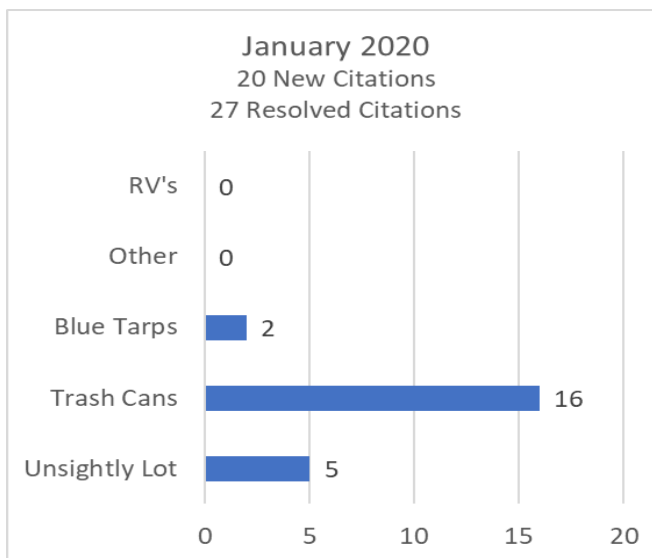
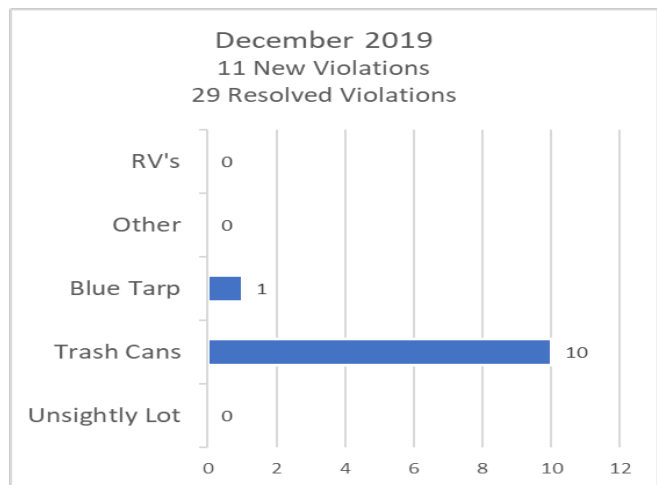
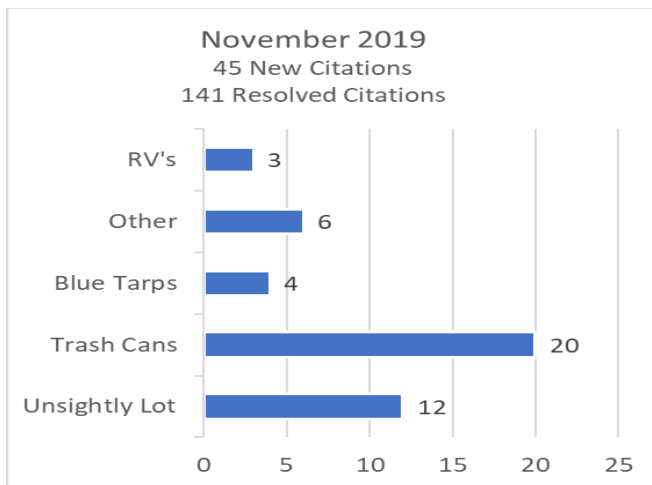


#### Month by Month:

Unightly Lot = Junk, Debris, Appliances, Moss, etc.

Other = Working w/o ACC Permit, Noise, Prohibited/Nuisance Animals, Dumping on Community Property, etc.





### **Board of Directors**

- Open Issue: Awaiting BOD response on Review of Water Plan.
- Open Issue: Herb Schaff, a community member, has been representing Clearwood to regulatory agencies for the past several years in addressing the needs of our lakes. As the "point of contact" person for most of these activities Herb is seeking to retire and has talked with Malinda to replace him in this role. Herb gave Malinda and I a briefing of his efforts and the requirements for this important effort. This role is demanding technically, administratively and needs a clear assignment by Governance to ensure it is properly managed and reported back to the Association.
- Open Issue: Board requested options be provided to restrict vehicles over 5 tons.
- Open Issue: Board approved the repair of Sunset Beach by replacing fallen brickwork and backfilling with same was completed, repair did not hold. Maintenance staff will re-evaluate to take a different approach.
- Open Issue: As requested, provided Board with draft Board Policy outlining the role of the Board/ Committee Liaison; awaiting feedback.
- Open Issue: General Manager is seeking guidance from the Board on pursuit of civil investigation of the former employee.
- Open Issue: We have received response from legal counsel on his evaluation of Rules and Regulations booklet. Counsel has made numerous suggestions for the Board to consider. Management recommends the Board forms a small sub-committee to evaluate the input for Board review.
- Open Issue: Project Manager for Well 5 - General Manager advising the association to consider hiring a

project manager on a two-year basis for complex capital projects.

- Confirm date for Capital Reserve Training with BOD and Finance Committee.
  - Training to include conversation around assets such as Madrona Amphitheater & Windy Beach.
    - Windy Beach bathrooms do not have power: should they?
    - Madrona Amphitheater benches are the subject of frequent vandalism; should they be replaced or phased out?

### **Committees**

- **Finance**
  - Open Issue: With the Board's December action rescinding consolidation of Roads/ Water with Finance Committee, the previous Draft Finance Committee Charter formalizing their process requires redevelopment.
  - Open Issue: Collections policy and letters were submitted to the Committee and are now awaiting their guidance and approval.
- **Roads and Water:**
  - With the Board's December action rescinding consolidation of Roads/ Water with Finance Committee, a Charter outlining the roles, responsibilities and relation of this Committee with Finance, Management and the Board needs to be developed.
- **ACC:**
  - The ACC does not have a Board approved Charter outlining the roles, responsibilities and relation of this Committee with Management, Violations and the Board and needs to be developed.

## Appendix A

<b>February 2020 Weekly Maintenance Activities (3 weeks)</b>			
<b>Location</b>	<b>Activity</b>	<b>Date Start</b>	<b>Date End</b>
Water system	NW water managers on-site evaluating system operations and performance	2-Feb	20-Feb
Roads and Trails	Storm clean up - all staff - all roads and trails	3-Feb	4-Feb
Wells	Rebuilt caustic pump and replaced diaphragm on water system	3-Feb	3-Feb
Water Readings	Completed 2 mid-quarter water readings for members that were selling homes	4-Feb	4-Feb
Reichel beach	Reset floating dock that came unattached during storm	4-Feb	4-Feb
Roads	Powered air blower culdesac cleaning and debris removal	4-Feb	5-Feb
Utility locates	Completed 3 utility locates	4-Feb	4-Feb
Water Testing	Completed weekly ph test. Avg ph is 7.5	5-Feb	5-Feb
Trails	Drove all trails to identify storm damage	6-Feb	6-Feb
Trails	Storm damage clean up of trails (all staff)	6-Feb	10-Feb
Wells	Took apart caustic system and did a full cleaning using vinegar	6-Feb	6-Feb
Staff	Out early due to flood warning. Sent home at 2pm	6-Feb	6-Feb
Utility locate	Completed 1 utility locate	7-Feb	7-Feb
Class	Maintenance Manager in Certified Pool Operator class	9-Feb	10-Feb
All beaches	Cleaned beach muck from water on beaches caused by storms	11-Feb	12-Feb
Class	Two Maintenance Staff attended Cross Connection Class in preparation for managing the CCA Water System. CS class	11-Feb	12-Feb
CPC Support	Picked up debris from CPC work parties at Reichel, Longmire and Otter Beaches	11-Feb	11-Feb
CPC Support	Picked up debris from CPC work parties at Madrone and Windy Beaches	13-Feb	13-Feb
Roads	Vac truck completed 5 miles of roads	13-Feb	13-Feb
Utility locate	Completed 1 utility locate	13-Feb	13-Feb
Roads	Vac truck complete 3 miles of roads	14-Feb	14-Feb
Holiday	Presidents Day - all staff off	17-Feb	17-Feb
Bathrooms	Custodial done on all open restrooms and trash cans at all parks and beaches	18-Feb	18-Feb
CPC Support	Picked up debris from CPC work parties at Longmire Beach	18-Feb	19-Feb
Roads	Vac truck on roads 3 miles of roads done	18-Feb	18-Feb
Rolling Stock	Completed installing Broce Broom truck hydraulic motor/ pump and road tested.	18-Feb	18-Feb
Roads	Sweeper truck completed 3 miles of road	18-Feb	18-Feb
Trail on Clear Lake Blvd.	Dropped a hazard tree that was leaning over trail and removed all wood to wood yard	18-Feb	18-Feb
Water	Took monthly coliform samples and drove them to Spanaway test lab. All came back negative	18-Feb	18-Feb
Wood yard	Cleaned graffiti off of road in front of wood yard.	18-Feb	18-Feb
Lot	Checked lot for stolen power per residents request. Found cabin was broken into. Boarded up door for resident who lives in Idaho.	19-Feb	19-Feb

Appendix A

February 2020 Weekly Maintenance Activities (3 weeks)			
Location	Activity	Date Start	Date End
Capital Project Planning - Pool	Assembling scope of work to open pool, including fence repair (1/2 of the enclosed area), interior painting, lighting, and other maintenance actions.	19-Feb	19-Feb
Roads	Vac truck completed 3 miles of road	19-Feb	19-Feb
Roads	Sweeper truck completed 4 miles of roads	19-Feb	19-Feb
Trees	Checked property lines to determine ownership of hazardous trees	19-Feb	19-Feb
Water System	PH Monitor broken - resampling of water	20-Feb	20-Feb
Capital Project Planning	Developing quotes for playground materials	20-Feb	20-Feb
Roads	Picked up large debris on roadsides throughout entire community. 6 truck loads.	20-Feb	20-Feb
Janitorial	Completed janitorial on all open bathrooms and trash- 2x weekly (8x/ month)	2x weekly	2x weekly
Office	Janitorial cleaning of office building 2x weekly (8x month)	2x weekly	2x weekly
Materials Supply	Materials supply run into town (Activity driven based on project requirements)	As needed	As needed
Roads	Repaired 3 street signs damaged by car/ storms	As Needed	As Needed
Wells	Daily well check (daily)	Daily	Daily
Shop	Weekly shop cleanup and tool maintenance 1 week (4x month)	Monthly	Monthly
Office	Powered air blower road cleaning and debris removal (1x weekly)	Weekly	Weekly
Roads	Roadside trash pick up throughout community	Weekly	Weekly
Water	Completed weekly tank inspections (4X month)	Weekly	Weekly
Mail boxes	Replace 3 mailbox locks for members during month	When requested	When requested